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PATENT

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filing Date: March 31, 2001
Examiner: Quynh H. Nguyen Group Art Unit: 2642
Docket No.: SBL0002US Client Ref. No. SIEB060/US

Austin, Texas
July 26, 2005

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. § 1.97(c)(2)

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Pursuant to 37 C.F.R. § 1.98(a)(2), which was amended on September 21, 2004, to eliminate the requirement for submitting a copy of each U.S. patent or U.S. patent application publication listed in an IDS, no copies of U.S. patents or U.S. patent applications are provided. Copies of any listed foreign patent documents, pending non-published U.S. patent applications, and non-patent literature are enclosed.

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Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

Please charge the fee of \$180.00 under 37 CFR §1.17(p) for submission of an Information Disclosure Statement (plus any other fees which may be required) to Deposit Account No. 502306.

EXPRESS MAIL NUMBER:

EV 643139649 US

Respectfully submitted,



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U.S. Department of Commerce, Patent and Trademark Office					Atty Docket No.		Serial No.	
					SBL0002US		09/823,770	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT					Applicants			
(Use several sheets if necessary)					Anil K. Annadata et al.			
					Filing Date		Group	
					March 31, 2001		2642	
U.S. Patent Documents								
Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate	
	AA	5,915,011	June 22, 1999	Miloslavsky	379	219		
	AB	6,718,393 B1	April 6, 2004	Aditya	709	239		
	AC							
	AD							
	AE							
	AF							
	AG							
	AH							
	AI							
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	AL							
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	AN							
	AO							
Patent Application Publication								
		Publication Number	Pub. Date	Name	Class	Subclass	Filing Date If Appropriate	
	AP							
	AQ							
	AR							
OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)								
	AS							
Examiner			Date Considered					
<p>*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.</p>								

